



## What is the California Public Utilities Commission?

The California Public Utilities Commission (CPUC) regulates services and utilities, protects consumers, safeguards the environment, and assures Californians' access to safe and reliable utility infrastructure and services.

To learn more about the CPUC, please contact the News & Outreach Office at [outreach@cpuc.ca.gov](mailto:outreach@cpuc.ca.gov)

## What Industries Does the CPUC Regulate?



### **Energy – Electricity and Natural Gas**

The CPUC regulates investor-owned electric and natural gas utilities. The CPUC ensures the reliability and safety of electric and natural gas systems, and works to advance renewable energy and climate goals.



### **Transportation – Rail and Passenger Carrier Safety**

The CPUC oversees the safety of railroads and rail transit systems, for-hire passenger carriers (limousines, airport shuttles, charter and scheduled bus operators) and Transportation Network Companies (Lyft, Uber).



### **Telecommunications**

The CPUC develops and implements policies for the telephone communications and broadband markets, including ensuring fair, affordable universal access to necessary services.



### **Water**

The CPUC is responsible for ensuring that investor-owned water utilities deliver clean, safe, and reliable water to their customers at reasonable rates.



**California Public  
Utilities Commission**

505 Van Ness Ave.  
San Francisco, CA 94102

415-703-2782  
800-848-5580 (Toll Free)

[cpuc.ca.gov](http://cpuc.ca.gov)



# Staying Informed:

## Where Can I Find Information About CPUC Proceedings and Events?

### DOCKET CARD:

[www.cpuc.ca.gov/Docket](http://www.cpuc.ca.gov/Docket)

Search for documents related to CPUC proceedings.

### OPEN PROCEEDINGS:

[www.cpuc.ca.gov/openproceedings](http://www.cpuc.ca.gov/openproceedings)

Monthly updates of proceedings currently open at the CPUC.

### SUBSCRIPTION SERVICE:

[www.cpuc.ca.gov/subscription](http://www.cpuc.ca.gov/subscription)

Receive email notifications when documents such as press releases are published.

### SERVICE LIST:

[www.cpuc.ca.gov/service\\_lists](http://www.cpuc.ca.gov/service_lists)

Receive ongoing communication about a specific proceeding.

### DAILY CALENDAR:

[www.cpuc.ca.gov/DailyCalendar](http://www.cpuc.ca.gov/DailyCalendar)

Follow hearings, meetings, workshops, and how to access CPUC events remotely.

### MONTHLY NEWSLETTER:

[www.cpuc.ca.gov/newsletter](http://www.cpuc.ca.gov/newsletter)

Subscribe to receive our newsletter by email, or read it online.

# Getting Involved:

## Does My Voice Matter to the CPUC?

Yes, your voice matters! We want to hear from you to help us make decisions that reflect all Californians' concerns and perspectives.

- **Comment on an Issue:** You can make comments on proceedings on the Docket Card at [www.cpuc.ca.gov/Docket](http://www.cpuc.ca.gov/Docket), where you can also read the comments of others. You can also give oral comments at Public Participation Hearings and at other CPUC meetings that have designated public comment sessions, or email us at [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov).
- **Become a Party:** You can become a party to a CPUC proceeding to participate formally in the decision-making process.

### For more information, contact the Public Advisor's Office:

 **VISIT:** [www.cpuc.ca.gov/pao](http://www.cpuc.ca.gov/pao)

 **CALL:** 866-849-8390


 **EMAIL:** [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov)

## How Can the CPUC Help Me Resolve My Issues?

Our **Consumer Affairs Branch (CAB)** can help if you have a problem with your utility bill or service that you are unable to solve directly with your utility company. You can contact CAB in three different ways:

 **CALL:** 800-649-7570

 **FILE** a complaint online:  
[www.cpuc.ca.gov/complaints](http://www.cpuc.ca.gov/complaints)

 **WRITE** a letter to:  
CPUC Consumer  
Affairs Branch  
505 Van Ness Ave.  
San Francisco, CA 94102

## How Does the CPUC Work with and for Communities?



The CPUC has several programs to reach different people and groups so that we can meaningfully involve them in CPUC proceedings and decision-making.

Our **Consumer Affairs Branch** helps resolve disputes between customers and their utility company.

Our **Public Advisor's Office** provides information, advice, and assistance to individuals and groups who want to participate in CPUC proceedings.

Our **Business and Community Outreach Office** builds relationships with community organizations and local governments, working to keep them informed and involved with CPUC programs and policymaking.

Our **Small Business Program** gives small businesses opportunities to contract with the state and utility companies, and keeps them informed about important issues and policy.

Our **Supplier Diversity Program** successfully encourages utilities to spend more than 20 percent of their contracts to business owned by women, minority, lesbian, gay, bisexual and transgender (LGBT), and disabled veterans.

Our **Low Income Oversight Board** helps ensure the CPUC and utility companies serve low income customers with helpful programs and partnerships.

Our **Disadvantaged Community Advisory Group** advises the CPUC and our partners at the California Energy Commission on issues related to environmental justice and social equity.

Our **Telecommunications Access for the Deaf and Disabled Administrative Committee** advises the CPUC about the provision of telecommunications equipment and relay services for persons with functional limitations of hearing, vision, movement, manipulation, speech, cognition, and interpretation of information.



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